

# Catalysts for Digital Transformation

## *RSC's Streamlined Workflows and Enhanced Productivity with iMIS*

### OVERVIEW

The Royal Society of Chemistry (RSC) is a global membership organization dedicated to advancing the chemical sciences. RSC fosters innovation, professional development, and collaboration among chemists, academics, and professionals.

Its initiatives include career development programs, publishing, volunteer opportunities, and partnerships with governmental and scientific bodies.

### PROBLEM

RSC's operations were previously reliant on paper-based processes and a desktop version of their membership system, which limited functionality and efficiency. Key membership activities, including applications, communications, and renewals, required extensive manual work, leading to inefficiencies.

Additionally, the lack of a centralized system made it challenging to integrate with other tools and provide a seamless experience for members. RSC needed a solution to centralize data, automate workflows, and deliver a self-service experience for members.

### AT A GLANCE



#### INDUSTRY

Chemical Sciences Association

#### SOLUTIONS

iMIS

#### MEMBER SIZE

50,000+

#### WEBSITE

[www.rsc.org](http://www.rsc.org)

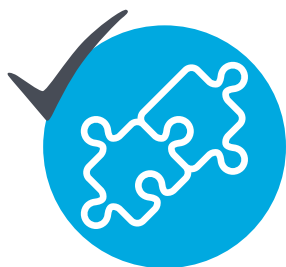
#### PARTNER



**“ iMIS not only stores all our member data in one place but also enables seamless integration with other platforms. This allows us to tailor communications, offer targeted campaigns, and provide members with a self-service experience that's streamlined and user-friendly. ”**

- Membership Systems Manager at Royal Society of Chemistry

## THE IMPACT



**APIs Provide  
Seamless  
Integrations**



**Streamlined  
Workflows Boosted  
Productivity**



**Enhanced Member  
Satisfaction**



**Centralized Data  
& Improved  
Operational Efficiency**

## SOLUTION

RSC implemented iMIS as a centralized platform to revolutionize its operations and member engagement strategies. The web-based system streamlined membership processes, provided real-time data, and allowed integration with external platforms. This enhanced both staff productivity and member satisfaction.

### Key Features:

- ✓ **Centralised Member Data:** A single source of truth across the organization.
- ✓ **Self-Service Portal:** Empowered members to manage their accounts independently.
- ✓ **Process Automation:** Streamlined applications, communications, and other workflows.
- ✓ **Scalable Solution:** Enabled new initiatives like affiliate memberships and tailored campaigns.
- ✓ **Integration Capabilities:** Connected with career development tools and external platforms via APIs.

**“ The system is highly customisable and supports every aspect of our membership operations, from applications to engagement. Its ability to integrate with external tools via APIs has been transformative ”**

- Membership Systems Manager at Royal Society of Chemistry